

**FLEET
MANAGEMENT
SYSTEM**

A thesis submitted to the Graduate School in partial
fulfillment of requirements for the degree
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Universiti Utara Malaysia

by

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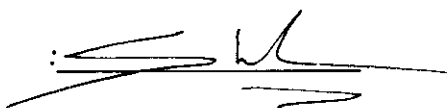
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ABSTRACT (BAHASA MALAYSIA)

Mengurus pengembaraan dan pembelanjaan perkerja berpandukan kertas kerja adalah lembap dan proses tersebut berpotensi tinggi dengan pembelanjaan yang tidak terkawal. Akibatnya, terdapat suatu keperluan kepada satu sistem urusan pengembaraan dan pembelanjaan supaya dapat membekalkan suatu kawalan yang lebih baik dan mengurangkan masa urusan. Menyesuaikan suatu pakej perisian taraf untuk syarikat telah dipilih untuk menjamin syarikat dapat menguntungkan daripada industri yang terbaik dalam pengendalian pengembaraan dan tuntutan pembelanjaan. Pada masa yang sama, syarikat juga dapat peliharakan keperluan uniknya.

Laporan ini menerangkan bahawa keperluan untuk menuntut pembelanjaan secara automasi dan proses untuk menyesuaikan suatu pakej perisian dalam sistem urusan pengembaraan dan pembelanjaan. Projek ini menudung penggunaan Model Proses Microsoft Selesai Rangka (*Microsoft Solution Framework Process Model*), penguraian fungsi, gambar rajah alir proses dan gambar rajah alir program untuk menunjukkan sistem semasa dan sistem yang dicadangkan.

Kertas ini memperkenalkan sistem urusan pengembaraan dan pembelanjaan berbentuk web untuk mempertingkatkan proses membuat tuntutan. System analyse menggariskan keperluan sistem dengan menembusi taksiran fungsi, taksiran opsyen dan resolusi perbezaan. Perincian fungsi memberi keterangan untuk perubahan yang diperlukan dengan memfokuskan kepada fungsi, kajian semula teknik, input, pemprosesan dan output.

Sebagai tambahan, kertas menunjukkan kesesuaian Model Proses Microsoft Selesai Rangka di dalam perkembangan projek ini dan mencadangkan bahawa penggunaan Model Pasukan Microsoft Selesai Rangka untuk projek yang melibatkan usaha pasukan. Ia juga menggariskan ciri tambahan yang berpotensi dan fungsi yang boleh memperbaiki system ini.

ABSTRACT (ENGLISH)

Managing paper-driven employee travel and expenses is a slow, fragmented process with abundant potential for uncontrolled spending. As a result, there is a need for a Travel and Expenses Management System to provide a better control and reduce the cycle time. Customizing a standard software package to suit the company operation is selected in order to ensure that the company can leverage from the industry proven best practices of travel and expenses claim processes and at the same time maintain the company unique requirements.

This report describes the needs for expense claim automation and the process to customize a standard Travel and Expenses Management System package. The project covers the use of Microsoft Solution Framework (MSF) process model, functional decomposition, process flow diagram and program flow diagram to represent the current system and the proposed system.

This paper introduces a web-based Travel and Expenses Management System to enhance the expense claim processes. The system analysis outlines the system requirements by going through the functionality assessment, option assessment and gap resolution. The functional specification illustrates the customization needed by focusing on functionality, technical review, input, processing and output.

In addition, the paper shows the fit of MSF process model in this project development and proposes the use of MSF team model for the project involving team efforts. It also outlines the possible additional features and functionalities that could further improve the system.

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CHAPTER ONE: INTRODUCTION

This is a study that involves the development of a Fleet (Travel) Management System, namely Travel and Expenses (T&E) Management System. It is part of the company initiative to automate the paper-based, enterprise-wide administrative tasks that pass through a number of people and systems before reaching resolution.

Managing paper-driven employee travel and expenses is a slow, fragmented process with abundant potential for uncontrolled spending. For instance, the process becomes complicated and difficult to control where managers have their subordinates located remotely. For examples; employees located in Malaysia report to a manager in the Singapore Head Offices. In some cases, claims may end up taking months to be processed and often causes employees frustration. It also posts additional workload to the Finance Department that has to track the forms and provide answers.

As a result, there is a need for a T&E Management System to provide a better control and reduce the cycle time. However, developing a T&E Management System from scratch could be time-consuming. Therefore the company is looking into the possibility of having purchase a system and customizes it to suit the company requirements. i.e. company policy, approval flow, interface to current Financial System, etc. This is also to ensure that the company can leverage from the industry proven best practices of travel and expenses claim processes and at the same time maintain the company unique requirements.

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